1	2	3
94.	आर0 वेंकटकृष्णन	निलम्बनाधीन । अधिकारी द्वारा लिये गये स्टे को हटवाने के लिये बैंक कदम उठा रहा है ।
95.	ए0के0 उगरांकर	जांच चल रही है ।
96.	एम0सी0 रुपानी	—तदैव—
97.	पी0पी0 पाटिल	—तदैव—

Bank debt recovery Tribunal

962. SHRI PRAMOD MAHAJAN: Will the Minister of FINANCE be pleased to state:

(a) whether Government have set up Bank Debt Recovery Tribunals;

(b) if so, what are the names of places where each Tribunal has been set up or is likely to be set up;

(c) what is the total amount of recoverable debt of each nationalised Bank (State-wise) as on 3lst March, 1994 and as on 30th June, 1994.

(d) what is the Statc-wise percentage of recovery position of the differen: loans given by the public sector banks during each of the last three years;

(e) which are the States/Banks with the lowest and highest percentage of re covery position of the loans given by the
public sector banks in that state,

(h) the number of loan debt recovery cases pending in courts as on the 31st March,'1994 and as on 30th June, 1994:

(g) what is the amount of debt involved and since when these cases are pending in the courts;

(h) what steps have so far been taken by the concerned banks for expediting, the recovery of debts;

(i) whether any irregularities have come to Government's notice on the part of bank officials in granting loans to parties having unsatisfactory record during the last three years, and

(j) if so. what are details in this regard in respect of each banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): <a) and (b) In term*, of the provisions contained in the Recovery of Debts Due[1] to Banks and Financial Institutions Act, 1993 two Debt Recovery Tribunals have been set up one each at Delhi and Calcutta and 8 more Recovery Tribunals art likely to be set up at Jaipur, Bangalore, Bombay, Ahemedabad. Patna;. Guwahati, Madras and Jabalpur (or Bhopal). An Appellate Tribunal has "been set up at Bombay.

(c) to (j) The Information is being collected end to the extent available will be laid on the Table of the House.

Changes in banking functions sought by World Bank and IMF

963. SHRI E. BALANANDAN: Will the Minister of FINANCE be pleased to state:

(a) whether the World Bank and the IMF have suggested some basic changes in the country's banking functions.;

(b) whether Govermmennt is agreeab'e *to such* changes; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (c) No, Sir. The areas of Financial Sector Reforms including changes in the banking sector are analysed in the report of the high powered Narasimhan Committee on Financial Sector Reforms, which was set up in the

month of August, 1991. The recommendations of this Committee are being implemented in a phased manner.

lleport on banking system

964. SHRI RAJNI RANJAN SAHU: Will the Minister of FINANCE be pleased to state;

(a) whether a recent study report on banking syston sponsored by Reserve Bunk by Shri Deena Khatkhatc on banking system has pointed out different vreaknesses in the control and supervision by RBI over the Banks in the context of the economic reforms;

(b | if so. what are the precise weaknesses and drawbacks brought home by the Khatkhate Committee; and other observations and suggestions made by it, and

(c) -whether the report was submitted in December 1993 if so, what action has since been taken thereon and the' reasons for the dlay in impl-mentatton thereof

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY. (a) to (c) The Reserve Bank of India ('RBI) have reported that, they have not spomsored any such study. However Fin-timee Ministery had invited Shri D. Kha-tkhate to submit a report which is currently under examination.

Customer Service in Insurance Sectn'

965. SHRI V. HANUMANTHA RAO: Will the Minister of FINANCE he pleased to state:

(a) whether it is a fact that there has beer, no improvement in customer service in insurance Rector: and

(b) if so, what steps Government are taking to enhance customer service bv insurance companies?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M.V. CHANDRASHEHAR MURTHY): (a) and (b) No, Sir. The number of maturity claims which were settled by LIC on or before due date and the number of death claims settled within 75 day of the death. of the policyholder increased .from 19.64 lakhs and 1.60 lakhs during 1990-91 to 27.37 lakhs and 2.63 lakhs ciwetively during 1992-93. The total number of customer complaints during this period came down from 15,110 to 14,235. With a view to redressing the grievances of the policyholders. Claims Review Committees have been set up by the LIC ft Zonal Office and Central Office leved. to review the the Hiated claim from used to time.

In the case of G1C, on ,a global basis, the claim disposal ratio and documents disposal ratio which were 3.2 per cent and 76 per cent in 1982-83 have gome up to 73.9 per cent and 91.3 per cent respectively by 1993-94. The GIC and its four subsidiaries have taken up a programme of Frontline Computerisation, and issuance of computer based policies in respect of Mo!.or and Health Insurance has already commenced in certain offices ' of the fubsi-diarie- of the GIC.

The Boards of the LIC, GIC and its four subsidiary companies constantly review the disposal of public grievances and settlement of claims to ensure effecient customer service.

Harassment by Income Tax: Department

966. SHRI V. HANUMANTHA RAO: Will the Minister of FINANCE be pleased to state:

'a) whether Government have made an effort to reduce harassment of middle class people by Income Tax Department:

(b) whether any specfiic programme has been chalked out for the year 1994-95 in this {regard; and

(c) whether any public advisory committee would be formed to assist in this matter? .